



Title: Operations Manager

Location: Home-based (Spain)

Reporting to: Chief Executive

Team: Volunteer Delivery Teams

Working hours: Part-time (20 hours per week)

Contract type: Permanent

Salary: Circa €10,000 per year (pro-rata based on €20,000 FTE)

Role Purpose

We are looking for an organised and proactive Operations Manager to help Age in Spain deliver vital support services to English-speaking older adults living in Spain. This part-time role focuses on coordinating our volunteer-led services, case management, and ensuring our systems and processes run smoothly. You'll work closely with the CEO and volunteers to make a tangible difference to our clients' lives, while helping the organisation continue to grow and improve.

What You'll Do

In this flexible role, you'll focus on **three main areas**: service coordination, volunteer support, and case oversight, with additional contributions to advocacy and organisational development as time allows.

1. Running the core Services

- Keep day-to-day services (Infoline, Friendline, Casework, and Support and Advocacy) running efficiently.
- Maintain and update the Information resources for both customers and volunteers
- Monitor and report service activity and address any issues for improvements.
- Coordinate volunteer availability to meet customer needs and ensure smooth referrals.

2. Volunteer Support

- Oversee recruitment, selection and onboarding, including interviewing potential candidates
- Develop and deliver appropriate training, from induction to systems and procedural training and provide ongoing support to volunteers to deliver our services.



- Encourage a positive and supportive volunteer culture.

3. Case Oversight

- Provide guidance on more complex cases for the Infoline
 - Manage the referrals for the Casework and Support & Advocacy volunteers.
 - Collate and submit grant applications for individual UK veterans and ensure grants are processed with accuracy and care.
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Additional Areas (as time permits)

- Maintain and improve internal systems and client information resources.
 - Work with the CEO to develop the strategic direction for the organisation
 - Build relationships with community partners and help raise awareness of our services.
 - Contribute service insights to advocacy efforts and fundraising campaigns.
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Who We're Looking For

You'll thrive in this role if you are organised, empathetic, and able to juggle multiple tasks without getting overwhelmed. You should be confident working independently, comfortable with digital tools, and enjoy supporting others to succeed.

Essential Skills and Experience

- Background in customer service, case management, or social welfare
- Experience managing and motivating a team
- Excellent communication (written and verbal)
- Strong organisational and IT skills
- Ability to handle sensitive issues with discretion
- Fluent English (spoken and written)
- Based in Spain with a suitable home office setup

Desirable

- Spanish language skills (intermediate or above)
- Experience with older adults, veterans, or vulnerable groups
- Knowledge of Google Workspace, CRM systems, and customer support tools



If you are passionate about making a difference and ready to take on a challenging and rewarding role, we would love to hear from you. Please submit your application, including a resume and cover letter, detailing your relevant experience and why you are the ideal candidate for this position.

Email link: jobs@ageinspain.org

Apply now and help us make a difference at Age in Spain!